

Contact Center PCI DSS Compliance Checklist

Note: This checklist is only intended as a guidance tool in verifying compliance. Ensure your PCI Compliance Officer utilizes the [latest version of the PCI DSS](#) and the full documentation provided therein before engaging in your annual PCI DSS Compliance review process, since each requirement is subject to numerous sub-requirements.

#	Standard	√
1	Install and maintain a firewall and router configuration to protect cardholder data (CHD)	
2	Do not use vendor-supplied defaults for system passwords and other security parameters	
3	Protect stored cardholder data	
4	Encrypt transmission of cardholder data across open, public networks	
5	Use and regularly update anti-virus software	
6	Develop and maintain secure systems and applications	
7	Restrict access to cardholder data by business need-to-know	
8	Assign a unique ID to each person with computer access	
9	Restrict physical access to cardholder data	
10	Track and monitor all access to network resources	
11	Regularly test security systems and processes	
12	Maintain a security policy and ensure that all personnel are aware of it.	

Additional Requirements: Within the numerous sub-requirements are general procedural requirements. During the annual review, compliance officers will be asked to provide documentation for every standard. In addition, auditors will interview, test, and verify all CHD environment interactions. The general procedural requirements are summarized below.

Ensure every connection in, out, and within CHD environment is identified, protected, monitored, and tested at least every 6 months.	
Document all groups and roles responsible for all protocols and procedures.	
Ensure all procedures are documented, in use, and known to all affected parties.	
Test and verify every facet of CHD environment prior to review process.	
Demonstrate use of strong cryptographical and security protocols in all CHD facets.	
Ensure all security software is up-to-date and appropriate for the CHD environment.	
Engage in cybersecurity best practices whenever CHD is involved.	

